

MAR 12 2004 04:39 FR BACHELOR HOUSING

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P.01

POSITION DESCRIPTION (Please Read Instructions on the Back)						1. Agency Position No.	
						VQ-19	
2. Reason for Submission						8. OPM Certification No.	
<input type="checkbox"/> Redescription <input checked="" type="checkbox"/> New <input type="checkbox"/> Hdqtrs <input checked="" type="checkbox"/> Field <input type="checkbox"/> Reestablishment <input type="checkbox"/> Other Explanation (Show any positions replaced):						9. Subject to IA Action	
7. Fair Labor Standards Act						10. Position Status	
<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Competitive <input type="checkbox"/> Excepted (Specify in Remarks) <input type="checkbox"/> SES (Gen.) <input type="checkbox"/> SES (CR)						11. Position is	
8. Financial Statements Required						12. Sensitivity	
<input type="checkbox"/> Executive Personnel <input type="checkbox"/> Employment and Financial Interest <input checked="" type="checkbox"/> Supervisory <input type="checkbox"/> Managerial <input type="checkbox"/> Neither						<input type="checkbox"/> 1-Non-Sensitive <input type="checkbox"/> 2-Critical <input type="checkbox"/> 3-Noncritical Sensitive <input type="checkbox"/> 4-Special Sensitive	
13. Competitive Level Code						14. Agency Use	
						NAF	
15. Classified/Graded by						Initials Date	
a. Office of Personnel Management							
b. Department, Agency or Establishment							
c. Second Level Review						elb 3-15-04	
d. First Level Review							
e. Recommended by Supervisor or Initiating Office							
16. Organizational Title of Position (If different from official title)						17. Name of Employee (If vacant, specify)	
Front Desk Supervisor							
18. Department, Agency, or Establishment						a. Third Subdivision	
Department of the Navy						d. Fourth Subdivision	
a. First Subdivision						e. Fifth Subdivision	
b. Second Subdivision						Signature of Employee (optional)	
19. Employee Review-This is an accurate description of the major duties and responsibilities of my position.							
20. Supervisory Certification. I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.							
a. Typed Name and Title of Immediate Supervisor						b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)	
Signature _____ Date _____						Mario A. Trevino, VQ Program Manager	
21. Classification/Job Grading Certification. I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.						22. Position Classification Standards Used in Classifying/Grading Position	
Typed Name and Title of Official Taking Action						Information for Employees. The standards and information on their application, are available in the personnel office. The classification of the position may be reviewed and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLBA, is available from the personnel office or the U.S. Office of Personnel Management.	
E. Ballenger, Principal Classifier							
PRINCIPAL CLASSIFIER							
Signature _____ Date 3/15/04							
23. Position Review							
a. Employee (optional)							
b. Supervisor							
c. Classifier							
24. Remarks							
25. Description of Major Duties and Responsibilities (See Attached)							

## **NF-0303-03 - Front Desk Supervisor**

### **I. Introduction:**

This position is located in (Name of Command). The function of this division is to provide essential customer services for check-in, check-out and payment of bills for lodging, and other services for all eligible patrons.

The primary function of this position is to supervise personnel in business operations dealing with all facets of front desk services including entry, billing, maintenance and key control.

### **II. Major Duties**

Supervisory: 75%

The function of the Visitor Quarters (VQ) Operation is to provide essential lodging and related services to military and civilian personnel authorized to utilize the facilities as transient residents. The incumbent provides training, guidance, technical assistance and supervision to two NF-02 front desk leader, four NF-02 front desk clerks and four NF-01 front desk clerks. The function of the position is to supervise all front desk operations including cashiering, reservations, and room assignments maximizing occupancy. Reviews reports from the night audit to include telephone call accounting in house guest, check-in, check-out and reservations. It includes statistical analysis, reporting procedures and analyzing audit reports to ensure accountability of personnel and revenue.

The incumbent trains, instructs, and administratively and technically supervises personnel assigned to the Front Desk both in a formal training setting and on the job training in the following areas: automated lodging systems, front desk operations, customer service, and financial accountability. Evaluates and counsels subordinates, completes performance evaluations, approves leave requests, and recommends performance awards. Handles resolution of complaints in reference to front desk personnel, referring complaints that require chain of command involvement to the Site Manager.

Plans and schedules ongoing production oriented work for all front desk personnel on a daily, weekly, monthly, and quarterly basis adjusting staff levels as required to meet

the workload demand. Prepares work schedules and schedules personnel based on trends in occupancy and changing customer base in line with available resources. Develops standard operating procedures for all facets of front desk operations and ensures that they are followed in accordance with established instructions and manuals. Interacts with each of the other operating divisions of Bachelor Housing in accommodating guest's needs.

Functional: 25%

Continuously reviews and supervises the operations and transactions occurring at the desk for all shifts covering a 24 hour period, including the following: posting reservations, bills for limitations, operation of the telephone systems and control of individual authorization codes, key control, and all cashiering functions regarding credits and charges. Safeguarding funds by appropriated checks and balances in signatures. Issuing Certificates of Non-Availability as required. Responsible for all cash handling and appropriate controls.

Analyzes data from the automated lodging system and provides data daily to management, housekeeping, and maintenance, (Night Audit Report, Housekeeping Status Report, Reservations and Maintenance Trouble Call Report). Acts as the resident expert of the automated lodging system, which is the management program that keeps track of all bills by folio and accounts for rooms and occupants. Typical problems relate to database management on set-up of system, coordination with central reservations, solving telephone cost accounting problems and resolving system software problems that may occur daily. Manages allotments given to Central Reservations and ensure these are maximized to allow for the Central Transportation Office (CTO) to book maximum occupancy for the facility. This is a daily function and is crucial in maximizing occupancy and saving travel dollars to the government. Improves work methods and procedures by providing a wide range of technical expertise in the property management system. Justifies the upgrade and purchase of new equipment and software upgrades to enhance system efficiency.

III. Knowledge, Skills and Abilities (KSAs )

Factor 1: Knowledge Required by the Position

Professional knowledge of hotel/motel organization, administration, procedures, and supervisory practices in conducting day-to-day operations. Understands long-range planning and cash collections. Significant knowledge of customer service.

Knowledge of operation of automated lodging systems and automated telephone hospitality systems including understanding and maintaining statistical data from night audit reports, which are utilized for control purposes, and provide information to patrons and data required for reporting to upper echelon commands, the program manager and the resource sponsor.

Possess the ability to successfully and effectively communicate with personnel of all grades and ranks, with administrative and executive personnel to all echelons of command, and successfully impact a complex body of knowledge and skills to the personnel assigned to operate the Front Desk.

Knowledge of the rules and regulations pertaining to categories of persons authorized to utilize lodging facilities, the various charges to be made, and determining whether or not to stamp orders for BAH and per diem purposes.

Incumbent will comply with, support and promote ongoing special emphasis programs in the areas of internal control, integrity, efficiency, position management, equal opportunity and safety.

## **Factor 2: Supervisor Controls**

Incumbent reports directly to and receives technical control and guidance from the Lodging Manager/Site Manager and is charged with ensuring that management established functions and policies for the Front Desk division are implemented. The incumbent is given a wide latitude in exercising independent initiative and judgment, the execution of duties and responsibilities and introducing modifications in operations that contribute to increasing the efficiency of the Front Desk operation.

Incumbent is sufficiently knowledgeable of Front Desk operations to supervise the conduct of recurring transactions and procedures without technical assistance or

instructions. Receives general guidance, advice and suggested techniques for handling unusual non-recurring situations that have no clear precedents. Incumbent's supervisory work performance is evaluated by the efficiency and effectiveness of the front desk staff, occasional spot check analysis of prepared documents, charts, reports, and comments made by patrons serviced by Front Desk personnel.

### **Factor 3: Guidelines**

OPNAV Instruction 11103.1B, Policies and Procedures Governing Bachelor Housing (BH), DOD 4165.63M, Housing Management, DOD 7000.14R VOL 13 Financial Management Procedures Manual which outlines nonappropriated guidance and cash control procedures. Written instructions for supervising the operations of the Front Desk Division emanate from policies and procedures established by the Regional Transient Program Manager and higher authority.

The incumbent, in most cases, develops the techniques required to accomplish the stated mission and objectives. Experimentation and practice in procedures, after proven to be successful, are compiled into operating instructions.

The incumbent must use independent and sound judgment, initiative, and resourcefulness in resolving the myriad of transactions and situations occurring at the Front Desk.

### **Factor 4: Complexity**

The incumbent supervises three distinctly separate types of operations, even though located in close proximity to one another, namely: Front Desk operations, reservations and a central telephone system. This includes telephone accounting and collections. On numerous occasions, problems develop simultaneously in each area and must be resolved by the incumbent.

The incumbent is continually training personnel to perform various aspects of the operation. The variety of operations and procedures over which the incumbent must have mastered in order to personally perform and impart knowledge of each system to subordinates. The following detailed list of functions elaborate on each segment of the operation.



Registration procedures: knowledge of buildings, room numbers, and categories of personnel to be assigned to various quarters: key and room numbering system; automated lodging system; utilizing daily reports generated by computer night audit; knowledge of different charges, rates and how to compute charges on the computer and to prepare folio receipts for payments received; verification required for cashing checks; knowledge of tenant commands and their locations; location of important areas and offices aboard the base; general information pertaining to the local area, rental cars, motels and hotels, taxis, airline information etc., and, most importantly, the public relations aspect of demonstrating helpful consideration, courtesy and assistance to all patrons and guest.

Reservations: Complete mastery and knowledge of computerized reservation systems. Knowledge of rooms designated as reserved for various categories of transient guests. Understanding of occupancy criteria, square footage requirements, furnishings in each area, and service charge rates, how to maintain a reservation log, knowledge of telephone protocol and points of contact for each tenant activity.

Telephone systems: Complete mastery of the operation of a hospitality telephone system. This also requires collection and billing functions, turning phones on and off and reporting major trouble calls. Incumbent must understand call accounting interface with computer system. Demonstrate proper telephone skills courtesy and communications.

The Front Desk Division is in operation 24 hours a day, 7 days a week. The incumbent is subject to telephone calls from Front Desk personnel after hours and on weekends to resolve problems encountered by guests arriving or departing. On occasion, must come to the desk in person. On an unscheduled and unannounced basis, is required to come aboard after hours and on weekends to "spot check" the work performance of the night and weekend personnel.

The incumbent frequently works under pressure and undergoes frequent periods of intense concentration in receiving and handling reservation requests, making room assignments, determining available facilities, avoiding double occupancy, answering telephone calls, resolving personal problems when faced with residents who cannot get along or have difficulty in making payments.

#### Factor 5: Scope and Effect

The Front Desk operation is the focal point for all personnel to check in and out of the command. It plays a crucial role in creating the first impression that personnel acquire when they come to work or attend school. The customer service shown to all personnel will affect the success of the entire operation. The attitude and efficiency with which work is performed has a direct impact on guest satisfaction. Understanding and following procedures in regards to telephone services and collections on accounts has a direct impact on the ability of the operation to meet expenses.

The effectiveness of supervisory practices exercised by the incumbent will set the tone and atmosphere of the entire operation. Accuracy and thoroughness of records and customer accounts, both for room rents and telephone services are extremely important. Supervisory practices and training to ensure information given to personnel is correct and procedures are followed will have significant positive impact on the command.

#### Factor 6: Personal Contacts:

Personal contacts are made with the following personnel: Subordinates at the front desk; other division supervisors and employees; building management assistants, supply and contracts personnel; housekeeping personnel; residents and guests, including military and civilian personnel in administration and executive offices of tenant commands and other service commands throughout the United States, overseas, and foreign nationals.

#### Factor 7. Purpose Of Contacts

To train and supervise subordinates in all aspects of the operation. The incumbent acts as an interface in operations, and personnel in each division play a role in providing total customer service. The incumbent interacts with guests and provides guest services. In most cases, the decisions and commitments made by the incumbent in respect to reservations, room assignments, and charges/collections are final. Unusual problems or situations that require further attention from higher authority are referred to the Site Manager.

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#### Factor 8: Physical Demands

The work is typical office work, mostly sedentary involving some walking and stair climbing. It requires attention to detail and long periods of utilizing a computer, resolving issues on the telephone, and periods of intense concentration in respect to charges, and preparing room assignments. The work also involves close supervision of personnel in matters regarding cash collections.

#### Factor 9: Work Environment

Work is performed in an office setting with pleasant surroundings and is well lighted, heated, and air conditioned